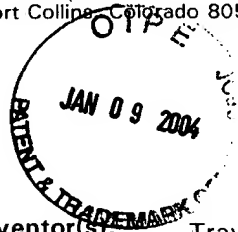


RCE/2700
H

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P. O. Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10003552-1



IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

#7/RCE
1/16/04
a.s

Inventor(s): Travis Parry

Confirmation No.: 5600

Application No.: 09/800,854

Examiner: Eng, George

Filing Date: March 7, 2001

Group Art Unit: 2643

Title: System and Method for Providing Customer Support

RECEIVED

JAN 13 2004

Technology Center 2600

Mail Stop RCE
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

REQUEST FOR CONTINUED EXAMINATION (RCE) 37 CFR 1.114

Subsection (b) of 35 U.S.C. 132, effective on May 29, 2000, provides for continued examination of an utility or plant application filed on or after June 8, 1995.
See The American Inventors Protection Act of 1999 (AIPA).

Sir:

This is a Request for Continued Examination (RCE) under CFR 1.114 of the above-identified application.

NOTE: 37 CFR 1.114 is effective on May 20, 2000. If the above- application was filed prior to May 29, 2000, applicant may wish to consider filing a continued prosecution application (CPA) under CFR 1.53(d) (PTO/SB/29) instead of a RCE to be eligible for the patent term adjustment provisions of the AIPA. See Changes to Application Examination and Provisional Application Practice, Interim Rule, 65 Fed. Reg. 14865 (Mar. 20, 2000), 1233 off. Gaz. Pat. Office 47 (Apr. 11, 2000), which established RCE practice.

Submission under 37 CFR 1.114

(X) Previously submitted:

(X) Consider the amendment(s)/reply under 37 CFR 1.116 previously filed on 11/21/03
(Any unentered amendment(s) referred to above will be entered).

() Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____
() Other _____

() Enclosed:

() Amendment/Reply
() Affidavit(s)/Declarations(s)
() Information Disclosure Statement (IDS)
() Other _____

Miscellaneous

() Suspension of action is requested under 37 CFR 1.103(c) for a period of _____ months.
The fee for this Suspension is (37 CFR 1.17(i)) \$130.00
() Other _____

01/12/2004 JCALINAN 00000082 082025 09800854

01 FC:1801 770.00 DA

(X) RCE filing fee \$770.00

() A Petition for Extension of Time

- | | |
|------------------|-----------|
| () one month | \$110.00 |
| () two months | \$420.00 |
| () three months | \$950.00 |
| () four months | \$1480.00 |

Please charge to Deposit Account **08-2025** the sum of \$770.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account **08-2025** pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account **08-2025** under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees.

(X) A duplicate copy of this transmittal letter is enclosed.

(X) I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:
Commissioner for Patents, Alexandria, VA
22313-1450. Date of Deposit: Jan. 7, 2004

OR

() I hereby certify that this paper is being transmitted to the Patent and Trademark Office facsimile number _____ on _____

Number of pages:

Typed Name: Julie Campbell

Signature: Julie Campbell

Respectfully submitted,

Travis Parry

By David R. Risley

David R. Risley

Attorney/Agent for Applicant(s)

Reg. No. **39,345**

Date: **Jan. 7, 2004**

Telephone No.: (770) 933-9500